ISC FEATURES

- Central support site for NMCI transition and sustained operations
- One stop shop for mid-level (Command) help with PMO related issues
- Direct liaison with service and operations activities
- Knowledge repository

ISC BENEFITS

- Act as central point for incoming/outgoing NMCI communications
- Track issues immediately into the resolution process
- Use as preeminent NMCI support structure and management tool
- Maintain disciplined procedures, weekday "watch standing"
- Lets the ISC fight the fires so management can focus on the forest
- Issues correlated into Lessons Learned

NMCI
NAVY MARINE CORPS INTRANET

INTEGRATED SUPPORT CENTER

OT1 - Room1451
Hours: 0800-1700 Pacific, Monday-Friday
(877) ISC-NMCI

ISC MANAGER
NPMO - ISCMNGR@NAVY.MIL
(619) 524 7306

TECHNICAL SOLUTIONS
NPMO-TECHNICAL@NAVY.MIL
(858) 537-8945

LEGACY APPS
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INFORMATION ASSURANCE
NPMO-INFOASSUR@NAVY.MIL
(858) 537-8543

BUSINESS OPS
NPMO-BUSOPS@NAVY.MIL
(858) 537-8937

SEAT DEPLOYMENT
NPMO-DEPLOYMENT@NAVY.MIL
(858) 537-8936

SUPPORTABILITY
NPMO-SUPPORTABILITY@NAVY.MIL
(858) 537-8949

PERFORMANCE MANAGEMENT
NPMO-PERFMGNT@NAVY.MIL
(858) 537-8938

FREQUENTLY ASKED QUESTIONS
NPMO-FAQ@NAVY.MIL
(858) 537-8939

LESSONS LEARNED
NPMO-LESSONSLEARNED@NAVY.MIL
(858) 537-8940

ISSUES/ACTIONS
NPMO-ISSUEACTION@NAVY.MIL
(858) 537-8948

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bringing secure information technology to the warfighter

Legacy Applications

The transition of legacy applications to the NMCI environment is one of the most challenging efforts associated with NMCI. Legacy applications support is established to provide access to services for Commands with continuous operational requirements. Applications must undergo pre-certification and certification for operation within the NMCI environment. The Government will actively participate in the conduct of testing through the application owner / user in accordance with established pre-certification / certification processes.

Performance Management

Performance Management is the key to success in DoD acquisition, whether for products or services. The Performance Manager will provide processes for government oversight of metrics for Service Level Agreements (SLA), for non-SLA Contract responsibilities and for DoD Statutory and Regulatory Requirements. As the Performance Management Plan is developed, this section will be amplified.

Issues/Actions

The Issue/Action tool provides an iterative and scalable way to maintain, coordinate, track, updated, report, elevate and ultimately resolve PMO issues and action items.

Frequently Asked Questions and Lessons Learned (FAQ/LL)

The FAQ/LL desk is responsible for providing con- and timely responses to customer inquiries relati to FAQ's and LL.

Business Operations

The Business Operations Office, as a component of the NMCI PMO, is responsible for financial planning, budgeting, execution, business practice development and reengineering.

Technical Solutions

The Navy Technical group provides overall systems engineering support for NMCI major efforts.

Information Assurance

The IA group will capture all documentation and information required to understand and operate the existing environment and to help in the transition to the NMCI Infrastructure. The ISF Information Assurance representative will work at the site with the Designated Approving Authority and the Information Systems Security Manager to identify the information required to complete the site specific questionnaire used to baseline the as-is environment and work towards developing the infrastructure to meet each site's specific needs.

Supportability

The Supportability representative will act as the Deputy to the ISC Manager and will be the primary interface with the Programmatics Enterprise Action Group. Beyond just the typical Logistics realm, there are several larger scope programmatics areas of responsibility that funnel into the life-cycle supportability of NMCI.

Seat Deployment

The Site Management Division (SMD) is responsible to support claimant/customer requirements by acting as the direct liaison between the NMCI PMO and Flag/Executive Level claimant representatives in matters of mitigation and resolution. The SMD is responsible for ensuring that claimant concerns and issues are elevated to the PMO for expedition response and/or resolution.

ISC — INTEGRATED SUPPORT CENTER

TECHNICAL SOLUTIONS · LEGACY APPS · BUSINESS OPS · PERFORMANCE MANAGEMENT · INFORMATION ASSURANCE · LESSONS LEARNED · FAQs · ISSUES/ACTIONS · SEAT DEPLOYMENT · SUPPORTABILITY

From the Desk of Kathy Bennett, ISC Manager

As manager of the ISC, I'd like to welcome you to the NMCI Integrated Support Center. Individual end-user programmatic issues can usually be resolved at the NMCI help desk. Enterprise-wide programmatic issues such as implementation, security, technical, applications, personnel, and test and evaluation can usually be addressed to the Stakeholders council and worked through Enterprise Action Groups (EAG.). The Integrated Support Center (ISC) will provide the process that addresses these in-between needs and provides for timely and appropriate resolution of system and user issues. In addition to handling incoming calls and forming the first line of resolution, the ISC provides issue tracking, follow-up and escalation services.

Advantages of calling the ISC include:

- Your call will always be answered during normal hours of operation, Monday through Friday.
- Professional and courteous staff.
- Fast documentation of issues.
- A tracking number is assigned for customers' issues, as well as recurring issues at the customer's site or across other sites.
- Issues are transferred to appropriate areas for resolution.
- ISC professional's follow-up to ensure appropriate action is being taken on the problem and can provide real-time action progress.
- Single point of contact for customers, making communication of issues much easier for the customer.
- Problem escalation/notification processes.

If you have any questions, please feel free to contact me at (619) 524-7306 or our toll free number, (877) ISC-NMCI, or email at npmo-iscmngr@navy.mil.

vr,

Kathy Bennett